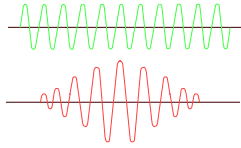


# Facts Every Burglar Alarm User should know . . .

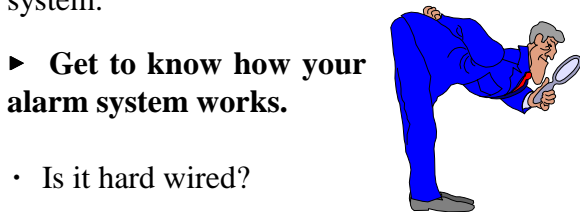
## . . . Before You Turn on Your System.

---



You have recently installed or made preparations to activate a burglary alarm system at your home or business. There are a few things the police department feels you should know before you turn on your alarm system.

### ► Get to know how your alarm system works.



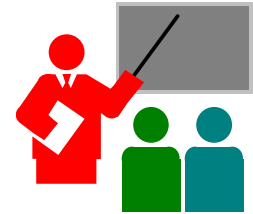
- Is it hard wired?
- Is it wireless remote?
- What is your systems frequency and what else is operating on the same frequency?
- Does your system consist of magnetic contact points on windows and doors? If so, which windows and doors have contact points and which do not?
- Does your system include interior sensors such as motion or noise sensors? If so, has your alarm company explained common causes of false alarm activations?



When considering your home or office's security, the building's physical security is the most important element. An alarm system does not provide adequate security to a building that has been left improperly secured.

*Keep in mind, you would like your alarm system to activate before someone enters your home or office and not after they have entered. Concentrate on protecting your perimeter and you will also protect your interior.*

### ► Get to know all the features included in your burglar alarm system.



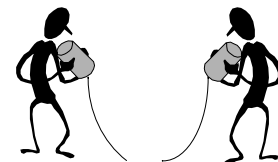
- Has the sales person carefully gone over all the features with you?
- Does your system have a hidden panic button or panic code?
- Did you know that no alarm activation, panic or otherwise, goes directly to the police department?

Your alarm system uses your phone line to call your monitoring company. Next, the monitoring company calls the police department on a non-emergency phone line and waits for a communicator to assist them.

***If you are truly in a panic situation, 9-1-1 is your lifesaver.***

- Have you spoken with you alarm sales person about the maintenance of your system?
- Did you know a spider building a nest in a motion sensor can cause your system to falsely activate?

### ► Who is monitoring your system?



- Is the monitoring company different from the initial alarm company?
- What happens when your alarm activates?

Has the monitoring company agreed to call your house or business first before dispatching the police department?

---

**Most activations are false.** A call to the house or business by the monitoring company before they dispatch the police can save the police a trip and save you a false alarm penalty fee.

- What happens if you are out of town and your system malfunctions? You need to have a plan with your monitoring company.

► **Read these alarming, burglar alarm system facts.**

- Ninety-nine percent of all burglar alarm system activations are false.



- The City of Carlsbad Police Department receives more than **350 false activations** per month.

- More than **75 hours per month** of police officer time is used responding to false alarm activations.

- Through planning and education about your alarm system, these false alarm activations can be prevented, freeing police officers for more productive activities.



► **Did you know the City of Carlsbad has a *Burglar Alarm Systems Ordinance* that holds you responsible for the activities of your alarm system?**

- What does the ordinance consider a false alarm? *“False alarm” means the activation of an alarm system through mechanical failure or malfunction, or accidental tripping, misoperation or misuse by the lessee or owner of the alarm system or his employee or agent, including mechanical failure or malfunction caused by negligent maintenance of the system (Chapter 8.50.10h).*

- Did you know the City’s ordinance applies financial penalties for false alarm activations in excess of one within a 365 day period?

- Did you know ***you are responsible*** for the activities conducted on your behalf by your alarm monitoring company as they are your contracted agent? If your monitoring company behaves in a way that causes the police department to respond to your home regarding a false alarm activation, the City will hold you responsible. It is up to you to hold your monitoring company responsible.

► **Are you familiar with common causes of false activations?**

- The most common cause of a false alarm activation is user error.



An effective plan with your monitoring company in the event you accidentally set off the system will prevent you from incurring penalty fees and prevent the police department from making an unproductive trip.



- Other common causes of false alarm activations are activities that set off the motion sensors. From pets jumping to floating balloons, there are a plethora of moving objects that will set off your systems motion sensors.

- Did you know it is possible to be out of town and have your alarm system falsely activate? The above mentioned factors, as well as improperly secured windows and doors, can cause your system to falsely activate when you are out.

The City’s Burglar Alarm System Ordinance requires an alarm user to register ***three responsible parties*** with the police department and the user’s monitoring company. If the system falsely activates and the user is unavailable, then someone else can take care of the system.